

What is Surface Refinishing?

Surface refinishing or resurfacing refers to the process of repairing and restoring existing surfaces such as porcelain, ceramic tile, fiberglass, cultured marble, laminate, acrylic, terrazzo or concrete.

For surface refinishing to be durable and effective, specific processes and chemicals must be properly used.

In the marketplace, contractors use a variety of coatings or paints which may be rolled, sprayed, or brushed on. There are contractors who claim that refinishing is all the same, but professional refinishing requires the use of the right processes and chemicals for the specific substrate and application.



What is the justification for Sole Source status for Miracle Method?

Refinishing is successful only when the right processes and chemicals are used.

Proprietary Chemicals and Coatings

Bonding Agent

Only Miracle Method uses MM-4 Bonding Agent which chemically bonds the new finish to the old surface. This bonding technology is critical to a successful job. Without a proper bond, a new finish will likely delaminate or peel resulting in failure and an expensive and inconvenient redo.

MM-4 is proprietary. The formulation is a protected Trade Secret. It has intentionally not been patented because patents are limited to 25 years.

MM-4 is owned by Miracle Method. It is only available to and through Miracle Method franchises.

MM-4 provides a superior chemical bond. Most other refinishers simply sand the existing surface creating a mechanical bond which generally does not hold up over time.

MM-4 has a proven track record established over 40 years. It has been used in over 1,000,000 refinishing jobs since 1977.

MM-4 is non-acidic. Many other refinishers use hydrofluoric acid on porcelain and ceramic tile to etch these surfaces as part of their preparation. The etching process results in a rougher surface with pits and edges in an attempt to create a mechanical bond. Hydrofluoric acid is very toxic and presents a significant risk to any applicator, the property, and the environment.

MM-4 has a proprietary formulation that ensures adhesion on most any hard surface, particularly "glass-like" surfaces such as porcelain or ceramic tile.



What is the justification for Sole Source status for Miracle Method? (continued)



Cleaners

Miracle Method uses unique, industrial strength cleaners to remove contaminants and clean the surface as part of its refinishing process. Step 1 & Step 2 cleaners are used to get the surface chemically clean. The use of these two cleaners results in a surface with a neutral PH which is part of the necessary chemistry to achieve a solid, chemical bond with the MM-4 Bonding Agent.

Protected Coatings and Products

Just as there is no single problem to solve, there is no one combination of coatings and processes used in refinishing. Miracle Method has the technological capacity and experience to provide the best solution for each problem.

When proposing solutions, MM considers factors such as cost, dry time, color, return-to-service, texture, safety, UV resistance, VOC level, odors, durability, sheen, repairability, fire rating, and slip resistance.



Examples of unique Miracle Method coatings include:

Natural Accents®

Miracle Method's trademarked stone-look designer finishes.



MiraSeal®

Miracle Method's unique coating used to create a moisture barrier which permanently seals ceramic tile grout and seals leaking tile shower pans.



MM-Poly™

Miracle Method's low volatile organic compound (VOC) high solids catalyzed poly coating used as clearcoat. It is fast drying and low odor.



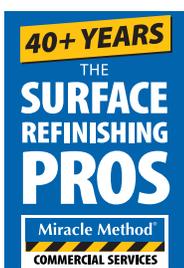
Mira-Shield™

Miracle Method's water-based primer which provides excellent adhesion. Low VOC with < 50 grams per liter. Non-flammable, low odor.

Silver Ion Antimicrobial Technology

Coatings with silver ion antimicrobial technology inhibit bacteria growth and provide protection against product degradation, discoloring, and odors. Recommended for public bathrooms, fitness centers, and patient rooms.

Why is Miracle Method better than other refinishers?



Results

Miracle Method has earned a reputation as The Preferred Refinisher by delivering the best quality work and best service. Our refinishing looks better, lasts longer, and feels better than other contractors.

Proven Track Record

Miracle Method has been in business for over 40 years, since 1977.

Reach

Miracle Method provides service across the US and Canada through over 150 franchise locations.

Why is Miracle Method better than other refinishers? (continued)



Experience

Miracle Method services both commercial and residential customers and has provided solutions for many types and sizes of jobs. On average, MM completes over 100,000 jobs each year!

Capacity

Miracle Method has the ability to do large commercial jobs anywhere in the USA. Miracle Method's Commercial Services Division acts as a single point of contact to ensure that national customers' needs are met.

Innovation

Miracle Method is the industry leader and is constantly developing new and better solutions to fix surface problems for our customers.

Safer and Environmentally Friendly Systems

Miracle Method offers coatings that are water-based, low VOC, and low odor.

Technological Capability

Miracle Method has the knowledge and resources to offer the best processes and chemicals to provide the best solution.

Warranty

To back up its work, Miracle Method offers a meaningful warranty based upon years of operations and experienced, certified franchises.

**The Miracle Method
Difference, Makes All
the Difference**



**Employees
Only**



**Proven
Process**



**Molecular
Adhesion**



**Insured and
Warranted**



Customer Reviews

Miracle Method has worked with the University of Pennsylvania for roughly 4 years and has completed nearly \$1 million worth of work for them. UPenn had used other refinishing type companies in the past and were not happy with the results. We were able to come in and strip & re-coat these areas along with new work in many of their dorm bathrooms, laundry rooms etc.



Miracle Method has worked with New Jersey Institute of Technology for over two years. We have completed an entire dorm building (Cypress Hall) and other areas across campus. Charlie Neives, former President of NJAPPA, sponsored Miracle Method at a recent ERAPPA conference and lead a discussion on how Miracle Method helped save time and money with our process.

**More Case Studies demonstrating Miracle Method's performance
can be found at:**

miraclemethod.com/commercial/caseStudies.html

What's the risk of using less experienced contractors?

Financial Loss

If a contractor does not use the right processes or chemicals, then the finish can fail and delaminate. The cost to fix and redo a failure is much more than doing it right the first time.

Unacceptable Quality or Service

Learning how to do something right should not happen on-the-job. Contractors in business for only a few years typically have problems delivering quality and service.

Poor Solutions

Coating technology is changing fast. Contractors with limited technology capacity may not offer the best solutions.



No other contractor provides the same refinishing process as Miracle Method.

Architectural Specifications are available upon request.

Prepared by:

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